



IBM ServicePac offerings for warranty and maintenance upgrades for IBM System p products

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At a glance

This announcement will withdraw selected System p® products.

Overview

IBM® ServicePac® products offer a range of hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePacs, you get an upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePacs is kept to a minimum and each part number supports a range of machine types.

To select the correct ServicePac for a particular machine type, a selection guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac information and prices can be found at

<http://www-01.ibm.com/sales/gss/spst/servicepac/extProductSelectorWWW.do>

ServicePacs can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac must be purchased within 30 days of the purchase of the machine type to which it applies. A ServicePac must be registered within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

Planned availability date

January 4, 2011

Description

The following ServicePac part numbers and their associated machine types are included in this announcement:

System p ServicePac offerings

The following part numbers are available in the following countries:

- Belgium
- Denmark
- Finland
- France¹
- Greece
- Israel
- Italy
- Norway
- Portugal
- South Africa
- Spain
- Sweden
- United Kingdom²

ServicePac ID part number	ServicePac description	Eligible Machine type				Model	Description
38R3562	RS102	1 Year	IOR	9x5	SBD	9117	570
38R3563	RS103	1 Year	IOR	9x5	SBD	9117	570
38R3564	RS104	1 Year	IOR	9x5	SBD	9117	570
38R3565	RS105	1 Year	IOR	9x5	SBD	9117	570
38R3566	RS106	1 Year	IOR	24x7	SBD	9117	570
38R3567	RS107	1 Year	IOR	24x7	SBD	9117	570
38R3568	RS108	1 Year	IOR	24x7	SBD	9117	570
38R3569	RS109	1 Year	IOR	24x7	SBD	9117	570

The following part numbers are available in the following countries:

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- France¹
- Germany
- Greece
- Hungary
- Israel
- Italy
- Norway
- Poland
- Portugal

- Romania
- Russia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- United Kingdom²

ServicePac ID part number	ServicePac description	Eligible Machine type	Model	Description
39K3050	RS110 1 Year IOR 9x5 SBD	7310 7315 7042		
39K3051	RS111 1 Year IOR 24x7 SBD	7310 7315 7042		
40M7624	RS112 3 Year IOR 9x5 SBD	9110	510	
40M7625	RS113 3 Year IOR 24x7 SBD	9110	510	
41W9700	RS114 3 Year IOR 9x5 SBD	9115	505	
41W9701	RS115 3 Year IOR 24x7 SBD	9115	505	
41W9702	RS116 3 Year IOR 9x5 SBD	9131	52A	
41W9703	RS117 3 Year IOR 24x7 SBD	9131	52A	
41W9704	RS118 3 Year IOR 9x5 SBD	9133	55A	
41W9705	RS119 3 Year IOR 24x7 SBD	9133	55A	
41W9706	RS120 1 Year IOR 9x5 SBD	9111	285	
41W9707	RS121 1 Year IOR 24x7 SBD	9111	285	
41W9708	RS122 1 Year IOR 9x5 SBD	7031	D24 T24	
41W9709	RS123 1 Year IOR 24x7 SBD	7031	D24 T24	
42V0913	RS128 3 Year IOR 9x5 SBD	7037	A50	
42V0914	RS129 3 Year IOR 24x7 SBD	7037	A50	
42V0915	RS130 1 Year IOR 9x5 SBD	7047	185	
42V0916	RS131 1 Year IOR 24x7 SBD	7047	185	
42V0917	RS132 3 Year IOR 9x5 SBD	7047	185	
42V0918	RS133 3 Year IOR 24x7 SBD	7047	185	
42V0919	RS134 3 Year IOR 9x5 SBD	9110	51A	
42V0920	RS135 3 Year IOR 24x7 SBD	9110	51A	
42V0921	RS136 3 Year IOR 9x5 SBD	9116	561	
42V0922	RS137 3 Year IOR 24x7 SBD	9116	561	
12X6762	RS138 3 Year IOR 24x7 SBD	7014	S00 S11 S25 T00 T42	
44J7378	RS165 2 Year IOR 24x7 SBD	9117	570	9 to 12 CPU 3x
44J7379	RS166 2 Year IOR 9x5 SBD	9117	570	13 to 16 CPU 4x
44J7380	RS167 2 Year IOR 24x7 SBD	9117	570	13 to 16 CPU 4x
46D3416	RS172 3 Year IOR 9x5 SBD	7989		
46D3417	RS173 3 Year IOR 24x7 SBD	7989		
46D3451	RS176 3 Year IOR 9x5 SBD	7988		
46D3452	RS177 3 Year IOR 24x7 SBD	7988		
46D3453	RS178 4 Year IOR 9x5 SBD	7988		
46D3454	RS179 4 Year IOR 24x7 SBD	7988		
46D3455	RS180 5 Year IOR 9x5 SBD	7988		
46D3456	RS181 5 Year IOR 24x7 SBD	7988		
46D3961	RS188 3 Year IOR 9x5 NBD	0792 0793		
46D3962	RS189 3 Year IOR 9x5 SBD	0792 0793		
46D3963	RS190 3 Year IOR 24x7 SBD	0792 0793		
46D3964	RS191 4 Year IOR 9x5 NBD	0792 0793		

46D3965	RS192	4 Year IOR 9x5 SBD	0792
			0793
46D3966	RS193	4 Year IOR 24x7 SBD	0792
			0793
46D3967	RS194	5 Year IOR 9x5 NBD	0792
			0793
46D3968	RS195	5 Year IOR 9x5 SBD	0792
			0793
46D3969	RS196	5 Year IOR 24x7 SBD	0792
			0793
46D4244	RS206	3 Year IOR 5x9 SBD	7998
46D4245	RS207	3 Year IOR 24x7 SBD	7998
46V4623	RS211	3 Year IOR 24x7 SBD	7779
68Y5668	RS212	3 Year IOR 5x9 SBD	7778
68Y5669	RS213	3 Year IOR 24x7 SBD	7778
84Y2179	RS214	3 Year IOR 5x9 SBD	7809
			8406 70Y
84Y2180	RS215	3 Year IOR 24x7 SBD	7809
			8406 70Y
88Y8178	RS216	3 Year IOR 5x9 SBD	8406 71Y
88Y8179	RS217	3 Year IOR 24x7 SBD	8406 71Y

The following part numbers are available in the following countries:

- Turkey

ServicePac part number	ServicePac ID	ServicePac description	Eligible Machine type	Model	Description
44J7352	RS139	3 Year IOR 24x7 SBD	7014		
44J7353	RS140	2 Year IOR 9x7 SBD	7031	D24 T24	
44J7354	RS141	2 Year IOR 24x7 SBD	7031	D24 T24	
44J7355	RS142	3 Year IOR 9x5 SBD	7037	A50	
44J7356	RS143	3 Year IOR 24x7 SBD	7037	A50	
44J7357	RS144	2 Year IOR 9x5 SBD	7047	185	
44J7358	RS145	2 Year IOR 24x7 SBD	7047	185	
44J7359	RS146	3 Year IOR 9x5 SBD	7047	185	
44J7360	RS147	3 Year IOR 24x7 SBD	7047	185	
44J7361	RS148	2 Year IOR 9x5 SBD	7310 7315 7042		
44J7362	RS149	2 Year IOR 24x7 SBD	7310 7315 7042		
44J7363	RS150	3 Year IOR 9x5 SBD	9110	510	
44J7364	RS151	3 Year IOR 24x7 SBD	9110	510	
44J7365	RS152	3 Year IOR 9x5 SBD	9110	51A	
44J7366	RS153	3 Year IOR 24x7 SBD	9110	51A	
44J7367	RS154	2 Year IOR 9x5 SBD	9111	285	
44J7368	RS155	2 Year IOR 24x7 SBD	9111	285	
44J7369	RS156	3 Year IOR 9x5 SBD	9115	505	
44J7370	RS157	3 Year IOR 24x7 SBD	9115	505	
44J7371	RS158	3 Year IOR 9x5 SBD	9116	561	
44J7372	RS159	3 Year IOR 24x7 SBD	9116	561	
44J7373	RS160	2 Year IOR 9x5 SBD	9117	570	2 to 4 CPU 1x
44J7374	RS161	2 Year IOR 24x7 SBD	9117	570	2 to 4 CPU 1x
44J7375	RS162	2 Year IOR 9x5 SBD	9117	570	5 to 8 CPU 2x
44J7376	RS163	2 Year IOR 24x7 SBD	9117	570	5 to 8 CPU 2x
44J7377	RS164	2 Year IOR 9x5 SBD	9117	570	9 to 12 CPU 3x
44J7381	RS168	3 Year IOR 9x5 SBD	9131	52A	
44J7382	RS169	3 Year IOR 24x7 SBD	9131	52A	
44J7383	RS170	3 Year IOR 9x5 SBD	9133	55A	
44J7384	RS171	3 Year IOR 24x7 SBD	9133	55A	
46D3427	RS174	3 Year IOR 9x5 SBD	7989		
46D3428	RS175	3 Year IOR 24x7 SBD	7989		
46D3457	RS182	3 Year IOR 9x5 SBD	7988		
46D3458	RS183	3 Year IOR 24x7 SBD	7988		
46D3459	RS184	4 Year IOR 9x5 SBD	7988		
46D3460	RS185	4 Year IOR 24x7 SBD	7988		

46D3461	RS186	5 Year IOR 9x5 SBD	7988
46D3462	RS187	5 Year IOR 24x7 SBD	7988
46D3970	RS197	3 Year IOR 9x5 NBD	0792
			0793
46D3971	RS198	3 Year IOR 9x5 SBD	0792
			0793
46D3972	RS199	3 Year IOR 24x7 SBD	0792
			0793
46D3973	RS200	4 Year IOR 9x5 NBD	0792
			0793
46D3974	RS201	4 Year IOR 9x5 SBD	0792
			0793
46D3975	RS202	4 Year IOR 24x7 SBD	0792
			0793
46D3976	RS203	5 Year IOR 9x5 NBD	0792
			0793
46D3977	RS204	5 Year IOR 9x5 SBD	0792
			0793
46D3978	RS205	5 Year IOR 24x7 SBD	0792
			0793
46D4246	RS208	3 Year IOR 5x9 SBD	7998
46D4247	RS209	3 Year IOR 24x7 SBD	7998

Warranty service upgrade

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. Warranty service upgrades can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

Service delivery method

IBM On-site Repair (IOR): Repair is performed at the customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term "screening" means that initial problem determination (PD) and problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

Post-warranty ServicePac

Post-warranty ServicePac offers are designed to provide the customer the opportunity to purchase an upgraded service entitlement for an IBM product. This type of ServicePac offers hardware maintenance after the warranty period has expired in a simple, proven Web-based package. The easy registration process helps to ensure a high-quality maintenance service. These electronic ServicePacs are available through the same IBM Business Partners who sell the related hardware. ServicePac must be registered within 15 days of its purchase. These offerings are valid 30 days from the purchase date of the ServicePac.

ServicePac response time

The target response time for the completion of problem determination is an average of two hours from the customer's service request being registered in IBM's call management system. The four-hour on-site response time of some ServicePac offerings is defined as the period of time between the end of screening and when the service representative arrives at the machine location for repair.

The sum of the two elements, two hours PD plus four hours IOR after PD, is the on-site response time target, which is consistent with the service description for same-business-day (SBD) on-site response (IOR) coverage. For IOR SBD and 24 x 7 hours of coverage, the average target on-site response time is six hours, which is equal to a two-hour average target for PD and four-hour average target for IOR after PD.

Average targets are set for guidance and that actual times will vary by complexity of service request.

Hours of coverage

- 9 x 5 coverage: 9 hours per day, Monday through Friday, excluding public and national holidays
- 24 x 7 coverage: 24 hours per day, Monday through Saturday, 365 days a year

Limitations with respect to replacements or to parts for service upgrades:

Products classified as consumable supplies, such as peripheral devices and accessories like external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM. You agree that all removed items are genuine and unaltered. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service.

You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM website or from other electronic media, and following the instructions that IBM provides.

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- France¹
- Germany
- Greece
- Hungary
- Israel
- Italy
- Norway
- Poland

- Portugal
- Romania
- Russia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom²

¹ Except overseas territories

² United Kingdom mainland only

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